

## Family Care Managed Care Organization (MCO) Scorecard ARC and DRC of Milwaukee County

This scorecard should be used for comparing MCOs, not for comparing between the Family Care and IRIS (Include, Respect, I Self-Direct) programs. Star ratings are reflective of statewide data and are not specific to county-level performance.

	Community Care, Inc.	My Choice Family Care - Care Wisconsin
<b>Member Survey</b>		
Overall Satisfaction	★★★★	★★★★
Care Team Responsiveness	★★★★	★★★★
Care Team Quality of Communication	★★★★	★★★★
<b>Quality and Compliance</b>		
Overall Quality Standards	★★★★★	★★★★★
Rights and Protections	★★★★★	★★★★★
Provider Choice and Timely Services	★★★★★	★★★★
Grievance System	★★★★★	★★★★★

★★★★★ = Excellent    ★★★★ = Very Good    ★★★ = Good    ★★ = Fair    ★ = Poor

	Community Care, Inc.	My Choice Family Care - Care Wisconsin
<b>Care Team Characteristics</b>		
Care Manager Turnover	★★★★★	★★★
Nurse Turnover	★★★★★	★★★
Care Manager to Member Ratio	1:43	1:41
Nurse to Member Ratio	1:89	1:76
Tribal Care Management Option	No	No
<b>Additional Information</b>		
Website	www.communitycareinc.org	www.mychoicfamilycare.org www.carewisc.org
Email	info@communitycareinc.org	info@mychoicfamilycare.org enrollsrvc@carewisc.org
Address of Closest MCO Office * Appointment-only office	3073 South Chase Avenue, Suite 240 Milwaukee, WI 53207	10201 W. Innovation Dr, Suite 100 Wauwatosa, WI 53226

★★★★★★ = Excellent    ★★★★★ = Very Good    ★★★ = Good    ★★ = Fair    ★ = Poor

	<b>Community Care, Inc.</b>	<b>My Choice Family Care - Care Wisconsin</b>
<b>Additional Information</b>		
Phone Number	414-231-4200	414-287-7600
Provider Directory	<a href="http://www.communitycareinc.org/members-families/provider-directories">www.communitycareinc.org/members-families/provider-directories</a>	<a href="http://www.mychoicefamilycare.org/provider-directories/">www.mychoicefamilycare.org/provider-directories/</a> <a href="http://www.carewisc.org/familycare/familycare_providerdirectorysearch">www.carewisc.org/familycare/familycare_providerdirectorysearch</a>
Type of Agency	Not for profit	Not for profit
Number of Counties the MCO Serves	14	39

## Star Ratings Quick Guide

### Family Care Managed Care Organization (MCO)

#### **Member Survey** *(Source: DHS 2018 Member Satisfaction Survey - 6163 Survey Responses, 43% Response Rate)*

Overall Satisfaction	Overall, how satisfied are members with their MCO?
Care Team Responsiveness	Can you contact your care team when you need to? How often do you get the help you need?
Care Team Quality of Communication	Does your care team speak to you clearly, carefully, and respectfully?

#### **Quality and Compliance** *(Source: 2018-2019 MetaStar Quality Compliance Review)*

Overall Quality Standards	Does the MCO meet state standards for providing quality services?
Rights and Protections	Does the MCO protect member rights?
Provider Choice and Timely Services	Does the MCO give members a good choice of providers and minimize gaps or delays in your services?
Grievance System	Does the MCO work with members to resolve disputes timely and keep them informed?

#### **Care Team Characteristics** *(Source: 2016-2018 Statewide MCO Data Submissions)*

Care Manager Turnover	How often do care managers leave the MCO?
Nurse Turnover	How often do nurses leave the MCO?

Updated: 12/16/2019